



VICTORY

Nebraska's New DMV System

September 2019

Upcoming Events

Cutover Weekend

Starts October 11 @ 6PM CDT

Online Renewal Cutoff

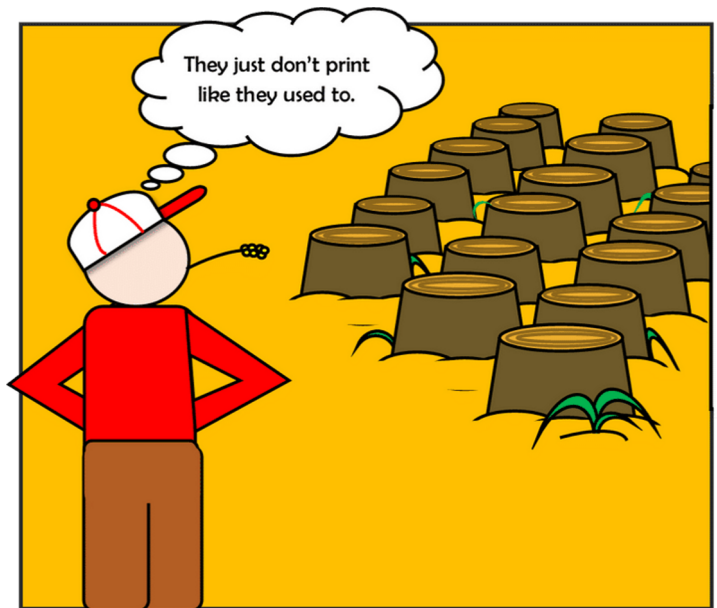
October 10 @ 12pm CDT

VicToRy Rollout

October 15, 2019

Intranet Logon Info

URL > <https://dmv.nebraska.gov/user>
User > ctreasurer
Pass > :9&D7>{8Q=



Little did Dale the tree farmer know, but users won't need to print as often in VicToRy. Electronic titles can be altered and repo titles can be issued without having to print paper copies first. And while printed manuals quickly go out of date, the Help manager provides searchable, digital step-by-step guides that will always be updated with the most current information.

Long live the founding state of Arbor Day!

— VicToRy in the Making —

Tier II Search

The Tier II Search manager is a tool within VicToRy that can be used to research legacy information from VTR. Legacy information refers to data converted from VTR as of October 11, 2019. Native information refers to data created using VicToRy.

In the Tier II Search manager, you can find legacy title information, legacy registration information, legacy specialty plates (Help Desk only), along with legacy log system information. The log system was a legacy tool that was used by some counties to view details associated with a customer or vehicle in VTR.

While legacy information may be viewed through the Tier II Search manager, titles that are current at the time of conversion will not be available within

the Tier II Search manager. Instead, these current records will be accessible throughout the rest of the system.

For more information about the Tier II Search manager and its associated search tools, you can view the following help topics from the Help manager:

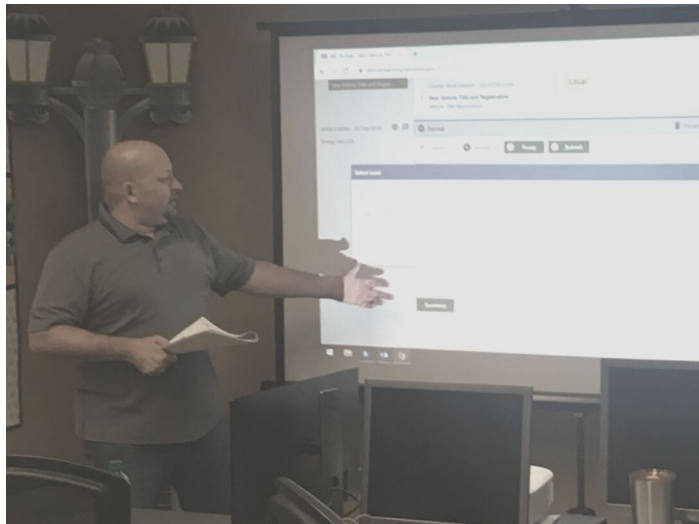
- View Tier II Title History
- View Tier II Registration Information
- View Tier II Log Information

Sandbox Shoutout

Congratulations to Stanton and Boone County for completing the most transactions for the Sandbox competition!



Tier-3 Training Update



Expert User, Craig Gerdts, leading a class. With training well underway, the Expert Users and FAST coaches are currently instructing users across the state of Nebraska.

Stats Attack

- 👤 273 Users Trained So Far
- 👤 11 FAST Coaches
- 👤 12 Expert Users
- 🚗 8 Training locations
- 🕒 3 Weeks of Training Completed
- 👥 38 Classes Completed
- 🕒 444 Hours Trained
- 🍬 12 Bags of Candy Consumed

Feedback

Did you know you can provide training feedback after attending a class? We want to know what areas you feel most confident in and what areas you are nervous about. Let us know by filling out the survey located in the Learning manager on the Completed Classes tab. Click the name hyperlink for the training you attended, and then click the Add Feedback button.

Accessing Help

While working in the VicToRy Sandbox, users might encounter situations where the system may not be working as expected. To determine whether an issue needs to be reported, you can navigate to the Help manager and click the I Want To tab. This tab contains the following reports:

- **Known Issues & Common Questions:** This report contains frequently asked questions, a list of issues that have been reported and are currently being addressed, and a list of issues that have been resolved.
- **Business Process Changes:** This report outlines original business processes from VTR and how they will change going forward in VicToRy. Both the original and new processes are detailed in this tab, along with any additional applicable details.
- **County Issue Submissions:** From this report you can view issues that have been submitted to the project team by users in the system.
- **Report an Issue:** Users can submit a request to fix or change a process in VicToRy through the issue reporting case. It is important to note that this tool is limited to specific users, such as a manager or county treasurer. Once reported, the VicToRy project team will evaluate the issue and determine next steps.

The Help manager is a hub of information. Make sure to search for and utilize help topics. This will *help* you to feel better prepared for Rollout.

End-to-End Efforts

End-to-end testing is concluding its eleventh week. With the Sandbox open, testing efforts have gone state-wide thanks to your participation!

- ★ 34 End-to-End Testing volunteers.
- ✔ 35,634 internal user transactions completed to date. This includes testers and VicToRy project staff.
- ✂ 37 issue reports have been logged by county users to date.

Digging in the Sandbox

Across Nebraska, counties have been practicing their daily processes in the Sandbox. Keep up the great work!

- 🏆 Counties with the most completed transactions so far: Boone (1048), Stanton (1047), Gage (987).
- 👤 20,840 county transactions completed externally by county users alone.
- 👍 Most popular transactions: Vehicle registration renewal, new title/registration, and new registration.
- ❓ Suggested transactions to try: Boat transactions, fleet vehicle management, change transactions, and fix transactions.

Don't forget, the Sandbox is open until October 11, 2019!